



**UNITED STATES MARINE CORPS**  
**MARINE CORPS RECRUIT DEPOT/WESTERN RECRUITING REGION**  
**1600 HENDERSON AVENUE SUITE 238**  
**SAN DIEGO, CALIFORNIA 92140-5001**

DepO 7510.3C  
15A

**OCT 14 2004**

DEPOT ORDER 7510.3C

From: Commanding General  
To: Distribution List

Subj: STANDING OPERATING PROCEDURES FOR THE MARINE CORPS RECRUIT DEPOT MCRD/WRR  
SAN DIEGO HOTLINE

Ref: (a) SECNAVINST 5730.5A (NOTAL)  
(b) DepO 7510.4A

Encl: (1) MCRD/WRR Hotline Recorder Message  
(2) Sample MCRD Hotline Completion Report  
(3) MCRD/WRR Telephone Hotline Complaint Form  
(4) MCRD/WRR Hotline Flyer

1. Situation. To establish policies and procedures set forth by reference (a) for the oversight, coordination, and operation of the MCRD/WRR San Diego Hotline Program.

2. Cancellation. DepO 7510.3B.

3. Mission. The MCRD/WRR San Diego Hotline is a corrective mechanism to be used to combat fraud, waste, abuse, and mismanagement of financial and resource management matters as defined in reference (b). The Hotline is a means by which individuals (both military and civilian) can report suspected cases of improprieties to officials without fear of retribution. The Hotline may also be used to report abuse of authority and improprieties, which do not involve fraud.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Depot resources will be effectively and efficiently managed. The Commanding General is totally committed to maximizing integrity and efficiency in Depot programs and operations and will provide the necessary support to assure that these objectives are accomplished.

(2) Concept of Operations

(a) Instances of suspected fraud, waste, abuse, or mismanagement of financial/resource matters may be reported in either of the following manners:

1 By calling the MCRD Hotline at (619) 524-8826. See enclosure (1) for the text of the Hotline voice mail greeting.

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2 By writing to the MCRD/WRR Hotline, Inspector Division, Marine Corps Recruit Depot, San Diego, CA 92140-5001.

(b) Information received in the investigation will remain confidential. Complainants may remain anonymous, but are encouraged to provide their identity so that additional information may be obtained, if needed. If known, complainants will be notified of the findings and corrective action taken concerning the allegation.

(c) Officials involved in the investigation of the Hotline cases will protect the complainant's identity, if known or suspected, to the maximum extent possible. This is to prevent any reprisal or harassment of the complainant. The investigating officer will coordinate the inquiry using the format as shown in enclosure (2).

(d) The following information is requested from persons initiating Hotline complaints:

1 Identify the allegation and the reasons why it is considered to be a case of fraud, waste, abuse, or mismanagement.

2 The original source of the information (i.e., another person, personal observation, etc.)

3 When the incident occurred or if the incident is an ongoing problem, the length of time the operation has been in effect (i.e., last Tuesday at 1600, or continuous/on-going for stated time, etc.).

4 The applicable organization and location where the incident/operation occurred.

5 The organization or individual(s) who is/are believed to be involved.

6 Identification of the complainant (name, unit, phone number) is not a requirement; however, if given, it may provide a means of obtaining additional information if needed.

b. Subordinate Element Missions

(1) Depot Inspector

(a) The Depot Inspector is responsible for the overall operation of the MCRD/WRR San Diego Hotline.

(b) The Depot Inspector will assign a Hotline Control Number to each complaint. The control number will be the date that the complaint is received. The Depot Inspector will maintain a written record of each complaint. When a complaint is received telephonically, the MCRD/WRR telephone Hotline Complaint form, (enclosure (3)), will be used.

(c) Request the appropriate commander or staff officer examine the complaint.

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(d) Maintain a file on each Hotline complaint for two years from the date the complaint is closed.

(2) Commanders/Staff Officers

(a) When requested, submit a Hotline Completion Report, in the format as shown on enclosure (2) to the Inspector within 30 days.

(b) When appropriate, take corrective action on Hotline Completion Reports.

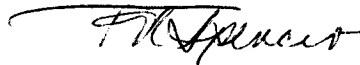
(c) Prominently display enclosure (4) on all unit and departmental bulletin boards.

5. Administration and Logistics. Recommendations concerning the contents of this Order are encouraged and invited. Recommendations should be submitted to the Commanding General (Attn: MCRD/WRR Inspector).

6. Command and Signal

a. Command. This Order is applicable to all personnel and Commands within MCRD/WRR, San Diego, CA.

b. Signal. This Order is effective the date signed.

  
T. W. SPENCER  
Chief of Staff

DISTRIBUTION: A

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MCRD/WRR HOTLINE RECORDER MESSAGE

You have reached the MCRD/WRR Fraud, Waste, and Abuse Hotline. Please leave a message regarding the nature of the complaint to include all pertinent details such as who, what, when, where, why, and how. You may remain anonymous; however, we encourage you to leave your name and phone number in the event that additional information is needed. Thank you for your efforts to eliminate Fraud, Waste, and Abuse.

ENCLOSURE (1)

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SAMPLE HOTLINE COMPLETION REPORT  
AS OF (INSERT DATE AS APPLICABLE)

1. Name of Official Conducting Inquiry: XXXXXX X. XXXXX.
2. Rank of Official: Military/Civil Service grade.
3. Duty Position and Telephone Number: Assistant Inspector General for Investigations: (703) 614-1348/1349/1698.
4. Organization: Office of the Inspector General of the Marine Corps.
5. Hotline Control Number: XXXXXX.
6. Scope, Findings of Fact, Conclusions, and Recommendations:

a. Scope:

(1) Explain the type of investigation/inquiry, the authority for the investigation/inquiry, applicable directives, and any constraints.

(2) Identify the allegations:

(a) ALLEGATION #1: That . . .

(b) ALLEGATION #2: That . . .

(3) Enclosures: Provide a list of documents used to support the findings of fact (FOF) contained in this investigation/inquiry. When the documents include witness statements/testimonies, it should be annotated how these statements/testimonies were obtained (i.e., personal interview, phone call, questionnaire, etc.).

Note: These working papers need not be physically forwarded with the report but should be identified in the report.

(a) Enclosure (1)

(b) Enclosure (2)

b. Findings of Fact (FOF):

(1) ALLEGATION #1: That . . .

Note: The FOF that follow should pertain to this particular allegation. That . . . which is supported by enclosure (xx).

Note: Every FOF must be supported by documentary or other evidence and listed as an enclosure.

(2) ALLEGATION #2: That . . .

Note: The FOFs that follow should pertain to this particular allegation.

ENCLOSURE (2)

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(3) ALLEGATION #3

(4) ALLEGATION #4

c. Conclusions.

Note: Each allegation must have a finding. Acceptable findings are Substantiated (S), Partially Substantiated (PS), Not Substantiated (NS), or Unfounded (UN). See reference (a), Appendix A, Glossary, under allegation, for definitions of S, PS, NS, UN.

(1) ALLEGATION #1: That . . . NOT SUBSTANTIATED.

(a) That . . .

(b) That the preponderance of evidence does not support that . . .

(2) ALLEGATION #2: That . . . SUBSTANTIATED

(a) That . . .

(b) That the preponderance of evidence does support that . . .

d. Recommendations:

(1) That . . .

(2) That . . .

7. Criminal or Regulatory Violations Substantiated. NONE.

8. Disposition. Include the results of punitive and/or administrative sanctions, reprimands, value of property recovered, or other such actions taken to preclude recurrence.

9. Security Classification. Specify security classification of information.

10. Location of Working Papers. Assistance and Investigations Divisions, Officer of the Inspector General of the Marine Corps.

SIGNATURE

Rank, U.S. Marine Corps

ENCLOSURE (2)

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MCRD/WRR TELEPHONE HOTLINE COMPLAINT FORM

Hotline control number (date complaint received): \_\_\_\_\_

Name of complainant and telephone number (If provided): \_\_\_\_\_

Nature of allegation (who, what, when, where, why, how): \_\_\_\_\_

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Signature

ENCLOSURE (3)

**ONLY YOU .....**

**Can Prevent Fraud, Waste and Abuse**

**Notify your Chain of Command**

**-or-**

**Call the MCRD/WRR Fraud, Waste, and Abuse**

**Hotline at (619) 524-8826**

**-or-**

**Write:**

**MCRD/WRR Hotline, Inspector Division, MCRD/WRR,  
1600 Henderson Avenue, San Diego, CA 92140-5001**

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MCRD/WRR HOTLINE FLYER

ENCLOSURE (4)